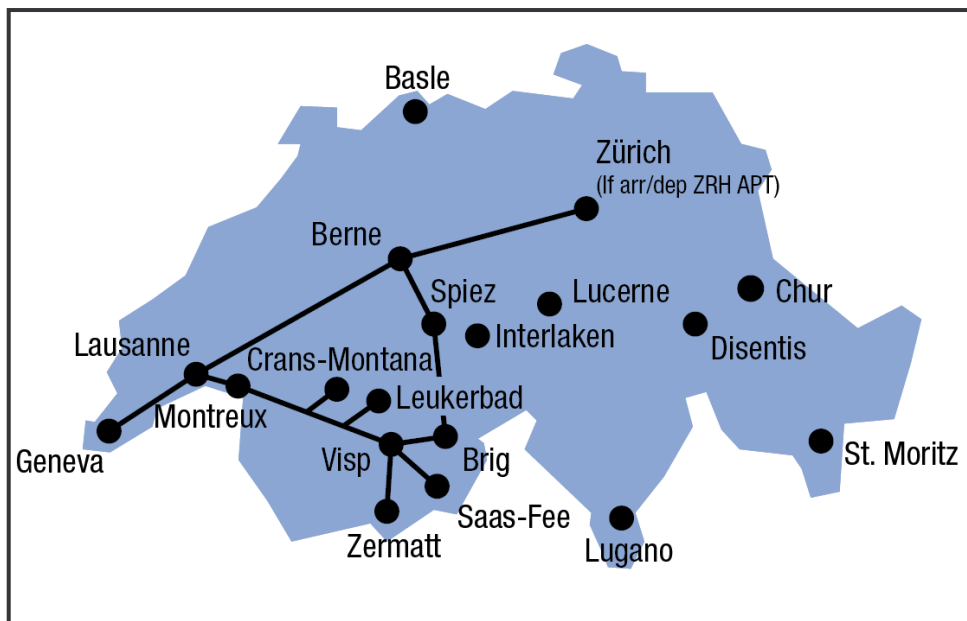


### The Best of Lake Geneva & Matterhorn Region 2010

Available from January 10<sup>th</sup> to December 18<sup>th</sup>, 2010

Please note: *Winter supplement necessary from January 10<sup>th</sup> to April 10<sup>th</sup>, 2010*

The Best of Lake Geneva & Matterhorn region is a very attractive package that offers 5 days of rail travel and 4 nights on the route through the Southern region of Switzerland including the beautiful Lake Geneva, Lausanne, Vevey, Montreux and the Mount Matterhorn region around Zermatt (the most renowned Swiss summer and winter resort).



#### I. Program

Do not forget to inform your clients that this package is a **non accompanied tour** and no representative guide will be waiting for the travellers at the train station.

Do not forget to **book the hotel accommodation by e-mail or fax directly with Raitour Suisse**, based in Bern, as explained in the booking instructions.

- ☛ *Overnight in the chosen category of hotel including the breakfast*
- ☞ Day 1 Travel from any Swiss airport or border to Geneva. ☛ in Geneva
- ☞ Day 2 Travel from Geneva to either Lausanne or Montreux. ☛ in Montreux or Lausanne
- ☞ Day 3 Travel for Matterhorn region (Zermatt, Saas Fee, Leukerbad or Crans-Montana) ☛ in the chosen destination.
- ☞ Day 4 Seize the opportunity to discover the Swiss Alps. ☛ at last night hotel.
- ☞ Day 5 Travel from Matterhorn region to any Swiss airport or border.

The tour can be made in reversed direction. Possibility of additional overnights, supplement listed below.



**Please note: no special discount available on triple room. Three basic packages have to be sold. Also please note that no group fares are offered on the Best of Lake Geneva & Matterhorn Region package.**

**Recommended excursions from Zermatt: Gornergrat, Matterhorn Glacier Paradise**

### II. Children's rules

- Child = from 6 up to 15 inclusive (up to 5 inclusive: free of charge in the hotels).
- Child up to 5 inclusive, sharing room with 2 paying adults: child breakfast must be paid locally.
- Child up to 5 inclusive, sharing room with 1 paying adult, the adult must purchase single room upgrades and then pay locally the child breakfast.
- Children from 6 up to 15 inclusive, accompanied by at least on parent, travel free on the Swiss Travel System network with the Swiss Family card (Free of charge Swiss Family card is available in EURONET or locally at any station in Switzerland).  
No Swiss card needs to be issued.
- **Winter Supplement : No child discount**
- Please be aware of the fact that a child on its own in a single room is considered as an adult and will have to pay full supplement.
- A special fare is granted only if the child is sharing the room with two full paying adults.

### III. Eligible Party

People with a permanent residence outside of Switzerland & Liechtenstein (for more than 6 months) are eligible to purchase or use a Swiss Travel System product

### IV. Retail Fares (in EUR) & Benefits

- **The basic package consists of:**
- 5 days / 4 nights package in a 3 star hotel, based on double occupancy, breakfast included.
- Swiss card in 2<sup>nd</sup> class with the 4 transfers mentioned in the program.
- Swiss Card offers 50% reduction for any additional excursions bought locally.
- Please note that **mandatory** winter upgrade applies from **January 10<sup>th</sup> to April 10<sup>th</sup>, 2010**
- **No special discount on the winter upgrade for children.**

Prices in **EUR** are always indicated per person and on double occupancy. Subject to change

#### Adult

<b>BASIC PACKAGE</b>	<b>405</b>
<b>Supplement per person</b>	
1 <sup>st</sup> class rail travel	<b>47</b>
Single room per night	<b>28</b>
Upgraded hotel (4 *) per night	<b>28</b>
Compulsory winter supplement ( <b>Jan 10<sup>th</sup> to April 10<sup>th</sup>, 2010</b> )*	<b>56</b>

*Per pax, for the whole package duration (no supplement needed for additional nights)*



### Additional Night

Hotel Category	Double room	Single room
3 star hotel	67	91
4 star hotel	93	133

<i>Children's rates</i>	Sharing room with 2 full paying adults	Sharing room with 1 full paying adult	Sharing room with another child
<b>Basic package</b>			
3 star hotel / per night	50	71	71
4 star hotel / per night	70	99	99
<b>Additional nights</b>			
3 star hotel / per night	47	67	67
4 star hotel / per night	65	93	93

### Booking examples

1) 2 adults with a 13 year old child, travelling in first class and staying in 4 stars hotels

✓ Basic package	405 X 2 pax	= 810
✓ First class Travel	47 X 2 pax	= 94
✓ 4 stars hotels	28 X 4 nights X 2 pax	= 224
✓ 1 child sharing room with 2 adults	70 X 4 nights	= 280

Package total price = **1 408**

2) 1 adult with a 10 year old child, travelling in second class with the Swiss Family Card and staying in 3 stars hotels, in winter period

✓ Basic package	405 X 1 pax	= 405
✓ 1 child sharing room with 1 adult	71 X 4 nights	= 284
✓ Winter supplement	56 X 2 pax	= 112

Package total price = **801**

## V. Cancellation & Refunds

New cancellation and modification policy will apply to the any Swiss package. The exact amount will be confirmed by Railtour.

**Please note that as soon as the booking is confirmed by Railtour, it will be considered as definite even if booking is not confirmed or issued in Euronet.**

**Modification fees (possible up to 2 business days before 1st hotel night)**



**EUR 20** (flat fee) will be charge on any change (such as travel dates, hotels, additional nights, upgrades, downgrades) made on existing booking

### Cancellation fees

**EUR 20** if cancellation is done up to 30 days before 1st hotel night

**15%** of the total price of the booking will be charged if cancellation is done between 29 and 6 days before 1st hotel night

**30%** of the total price of the booking will be charged if cancellation is done between 5 and 2 days before 1st hotel night

**100%** of the total price of the booking will be charged if cancellation is done 1 day or less before 1st hotel night

Please note.

- If a client decides only in Switzerland not to use the package, the above rules also apply
- Partial refunds of hotel nights and/or train days is not possible (only exception: manual procedure for partial refunds if the mountain railways are closed due to weather conditions).

Due to technical issue, the **cancellation** & modification fees cannot be issued in Euronet. Please do not forget to charge your client as this amount will have to be reversed to RE4A and added to your monthly report.

### After sales or modification procedure

Please do not forget: You **must** inform Railtour about the booking cancellation or modification.

Send back previous booking form filled in with all the accommodation details (attention: Incoming) to:

- o e-mail: <mailto:incoming@railtour.ch>
- o fax: ++ 41 31 378 01 41
- o telephone (emergency cases only) ++ 41 378 00 33

You will receive a cancellation / modification confirmation including the total amount to be charged back from Railtour Suisse.

## ▶ VI. Booking instructions

### BOOKING THE HOTEL ACCOMMODATION:

- o A special booking form has been created and is available on the GSA Secure Corner under :  
>> **Sales kit>> Booking Form>> Swiss Packages Booking Form**
- o The hotel accommodation is booked by e-mail or fax directly with the company Railtour Suisse who is based in Bern (Switzerland). For information on the hotels, please refer to the flyer.
- o For the standard package, there is a choice of hotels in Luzern, Interlaken and Montreux.
- o When placing the booking with Railtour Suisse, you can either choose a particular hotel or if your client has no preference, we recommend NOT indicating a hotel name when making the booking.

### INFORMATION REQUIRED BY RAILTOUR SUISSE:

Please ensure you include the following information in your request:

- o Your address / contact name / e-mail or fax number
- o Please specify the booking is a 'The Best of Lake Geneva and Matterhorn Region Euronet Hotel Booking'
- o Clients name / number of guests
- o Room type (double or single). The standard package is a double room (single rooms are subject to the supplement shown on the pricing sheet). **Please note: no special discount available on triple room. Three basic packages have to be sold**



- Hotel category (3 or 4 star). The standard package is 3 star (4 star hotels are subject to the supplement shown on the pricing sheet)
- Date of arrival in each hotel
- Preferred hotels (optional)

The booking request must be sent to **Railtour Suisse** (attention: Incoming) to:

- **e-mail:** <mailto:incoming@railtour.ch>
- **fax:** ++ 41 31 378 02 22
- Telephone (emergency cases only) ++ 41 31 378 00 33 or ++ 41 31 378 00 08

You will receive a booking confirmation back from Railtour Suisse within 48 hours (business days). However, most requests are handled within 24 hours.

### **ISSUING THE EURONET RAIL TICKETS / HOTEL VOUCHERS:**

- 1) The rail tickets and hotel vouchers are booked together. **A manual confirmation of the hotel accommodation must be obtained before issuing this package (see instructions below).**
- 2) Select the product format required (1 or 2 adults etc.). Also, choose 1st or 2nd class rail (the standard package is based on a 2nd class rail ticket).
- 3) The name and country of residence will be displayed by default (these can be changed if necessary).
- 4) Enter the first date of validity for the Swiss Transfer Ticket.
- 5) Euronet will print one Swiss Transfer Ticket per person for the rail journey and one hotel voucher per night of stay (4 nights in total = 3 hotel vouchers / 1 Voucher will be valid for two nights. The ticket is valid for the entire itinerary of the package).
- 6) **IMPORTANT:** every day before boarding the first train, the date of travel must be entered in the boxes on the Swiss Transfer Ticket.
- 7) The single supplement and 4 star upgrade must be issued separately. Select the supplement / upgrade required in the product list and also select the quantity. One voucher **per night and per person** must be issued.

### **INFORMATION TO BE ENTERED MANUALLY ON EACH HOTEL VOUCHER:**

- Hotel Name
- City
- Date of stay
- Confirmation number (will be given by Railtour Suisse)

### **SINGLE ROOMS / 4 STAR UPGRADES:**

All standard vouchers will print with 'Double Room' and 3 star. For single rooms and 4 star upgrades, place the supplementary Euronet vouchers together with the standard vouchers and write on the following information:

- Hotel name
- City
- Date of stay
- Confirmation number (will be given by Railtour Suisse)

After checking in, clients must present their hotel voucher. Breakfast and tax are included.

### **ACCOUNTING AND REPORTING:**

- These packages will be listed on your Euronet Monthly Transaction Report (MTR). Your standard commission will be automatically deducted. All amounts are to be paid to Rail Europe 4A directly along with your monthly returns.
- **No payments are to be made to Railtour Suisse.**

### *Hotel list*

#### GENEVA

##### **3\*\*\* HOTELS**

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**International & Terminus**

20, rue des Alpes  
1201 Genève  
Tel. 022 906 97 77  
Fax 022 906 97 78

**Strasbourg-Univers**

Rue Pradier 10  
1201 Genève  
Tel. 022 906 58 00  
Fax 022 738 42 08

**Cristal**

4, rue Pradier  
1201 Genève  
Tel. 022 731 34 00  
Fax 022 731 70 78

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##### **4\*\*\*\* HOTELS**

**Montbrillant**

Rue Montbrillant 2  
1201 Genève  
Tel 022 733 77 84  
Fax 022 733 25 11

**Le Warwick**

14, rue de Lausanne  
1201 Genève  
Tel. 022 731 62 50  
Fax 022 716 80 01

**Cornavin**

Gare du Cornavin  
1202 Genève  
Tel. 022 716 12 12  
Fax 022 716 12 00

#### LAUSANNE

##### **3\*\*\* HOTELS**

**Au Lac**

4, Place de la Navigation  
1000 Lausanne 6  
Tel. 021 613 15 00  
Fax 021 613 15 15

**A la Gare**

rue du Simplon, 14  
1006 Lausanne  
Tel. 021 617 92 52  
Fax 021 617 92 55

##### **4\*\*\*\* HOTELS**

**Victoria**

46, av. de la Gare  
1003 Lausanne  
Tel. 021 342 02 02  
Fax 021 342 02 22

#### MONTREUX

##### **3\*\*\* HOTELS**

**Helvetie**

Av. du Casino 32  
1820 Montreux  
Tel. 021 966 77 77  
Fax 021 966 77 00

##### **4\*\*\*\* HOTELS**

**Eurotel Riviera**

81, Grand Rue  
1820 Montreux  
Tel. 021 963 49 51  
Fax 021 963 53 92

**Suisse Majestic**

42, av. des Alpes  
1820 Montreux  
Tel. 021 966 33 33  
Fax 021 966 33 00

#### LEUKERBAD

##### **3\*\*\* HOTELS**

**Walliserhof**

3954 Leukerbad  
Tel. 027 472 79 60  
Fax 027 472 79 65

##### **4\*\*\*\* HOTELS**

**Lindner Hotels**

Dorfplatz 8  
3954 Leukerbad  
Tel. 027 472 10 00  
Fax 027 472 10 01



### SAAS-FEE

#### **3\*\*\* HOTELS**

##### **Imseng**

3906 Saas-Fee  
Tel. 027 958 12 58  
Fax 027 958 12 55

#### **4\*\*\*\* HOTELS**

##### **Metropol**

3906 Saas-Fee  
Tel. 027 957 10 01  
Fax 027 957 20 85

### ZERMATT

#### **3\*\*\* HOTELS**

##### **Hotel Sarazena**

Bahnhofplatz 14  
3920 Zermatt  
Tel. 027 966 35 00  
Fax 027 966 59 05

##### **Hotel Excelsior**

Postfach 343  
3920 Zermatt  
Tel. 027 966 56 66  
Fax 027 966 35 05

##### **Hotel Bristol**

Schluhmattstr. 3  
3920 Zermatt  
Tel. 027 966 33 66  
Fax 027 966 33 65

##### **Hotel Butterfly**

Bodmenstr. 21  
3920 Zermatt  
Tel. 027 966 41 66  
Fax 027 966 41 65

#### **4\*\*\*\* HOTELS**

##### **Hotel Simi**

Postfach 93  
3920 Zermatt  
Tel. 027 966 46 00  
Fax 027 966 46 05

##### **Hotel La Ginabelle**

Vispastrasse 52  
3920 Zermatt  
Tel. 027 966 50 00  
Fax 027 966 50 10

##### **Hotel Alpen Resort**

Spiss-Strasse 52  
3920 Zermatt  
Tel. 027 966 30 00  
Fax 027 966 30 55

##### **Hotel Pollux**

Bahnhofstrasse  
B  
3920 Zermatt  
Tel. 027 966 40 00  
Fax. 027 966 40 01

##### **Schlosshotel Tenne**

Bahnhofplatz 18  
3920 Zermatt  
Tel. 027 966 44 00  
Fax 028 966 44 05

##### **Allalin**

Kirchstrasse 40  
3920 Zermatt  
Tel. 027 966 82 66  
Fax 027 966 82 65

##### **Parkhotel Beau-Site**

Brunnmattgasse 9  
3920 Zermatt  
Tel. 027 966 68 68  
Fax. 027 966 68 69

